



# COUNTY OF VENTURA HUMAN SERVICES AGENCY

AUG 27 2009

Barry L. Zimmerman  
Director

Aug. 20, 2009

Ramon S. Chavez, Chief  
Civil Rights Bureau  
Human Rights and Community Services Division  
744 P Street, M.S. 6-70  
Sacramento, CA 95814

Dear Mr. Chavez:

Please find enclosed the Ventura County Human Services Agency 2009 Civil Rights Review Corrective Action Plan.

The plan addresses each deficiency and time lines for the completion of all corrective actions.

If you are in need of any further information, please feel free to contact me at 805-477-5166.

Sincerely,

A handwritten signature in black ink, appearing to read "Don Aguirre", is written below the word "Sincerely,".

Don Aguirre  
HR/Office of Integrity Assurance Manager -  
Civil Rights Coordinator

**2009**

**CIVIL RIGHTS REVIEW**

**COMPLIANCE PLAN**

**COUNTY OF VENTURA**

**HUMAN SERVICES AGENCY**

Review Period  
September 23 – 25 2008  
Reviewer - State CR Cindy S. Guzman

Submitted by  
Ventura County Civil Rights Officer  
Don Aguirre  
[805] 652-7573  
Aug. 20, 2009

## **2009 AGENCY COMPLIANCE PLAN**

The on site compliance review conducted by the state reviewer on September 23, 24, 2008, with an exit meeting held on September 25, 2008, to provide an overview of the review findings had been concluded. The county received the final Compliance Report dated July 28, 2009 on July 30, 2009. The report identified compliance issues, which required development of a corrective action plan. On August 11, 2009 a review meeting was held with the facilities manager.

The following corrective action plan identifies the steps for correcting deficiencies:

### **Facility Accessibility for Individuals with Disabilities:**

**Ventura Intake & Eligibility Center**  
4651 Telephone Rd.  
Ventura, CA  
Main East Entrance

#### **Deficiencies Cited:**

1. Exterior entrance: No ISA (International Symbol of accessibility) at main entrance.
  2. Outside signage: ISA needed at main entrance
  3. Main entrance and Lobby doors: Exceed 5 lbs. at 9 lbs.
  4. Client lobby poster: "Everyone is Different but equal under the law has no contact name.
  5. Men's /Women's restroom: Force to restroom door exceeds 5 lbs. at 9 lbs.
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#### **Corrective Plan:**

1. International Symbol of accessibility to be corrected by Jan. 1, 2010.
2. International Symbol of accessibility to be corrected By Jan. 1, 2010.
3. Main entrance lobby doors to be corrected to measure approx. 5 lbs by Jan. 1, 2010.
4. Client lobby poster contact name to be corrected by Jan. 1, 2010.
5. Restroom doors to be corrected to measure 5 lbs by Jan. 1, 2010.

Continued 2009 Compliance Plan

**Ventura Adults & Family Services**  
4651 Telephone Rd.  
Ventura, CA  
Second Floor

**Deficiencies Cited:**

1. Exterior entrance no International Symbol of accessibility at Lobby.
  2. Outside International Symbol signage needed.
  3. Force to open Lobby Entrance doors exceeds 5 lbs. at 14lbs.
  4. Public pay phone on second floor does not have volume control.
  5. No International Symbol of accessibility at elevator entrance.
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**Corrective Plan:**

1. Exterior International Symbol of accessibility at Lobby corrected by Jan.1, 2010.
2. Outside International Symbol signage to be completed by Jan.1, 2010.
3. Lobby entrance door pressure to be corrected to to measure 5lbs. by Jan.1, 2010.
4. Public pay phone volume control to be corrected by Jan. 1, 2010.
5. International Symbol in elevator entrance to be corrected by Jan. 1, 2010.

Continued 2009 Compliance Plan

**Ventura Children & Family Services  
4245 Market St.  
Ventura, CA**

**Deficiencies Cited:**

1. No International Symbol of accessibility at exterior entrance.
2. No International Symbol of accessibility at outside entrance.
3. No International Symbol of accessibility signage on the door and on the wall, adjacent to the latch side door of the Unisex restroom.
4. In the Unisex restroom accessible urinal too high at 19". Pipes under sink not securely insulated. Toilet Protector too high at 59". Paper towel dispenser high at 56".

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**Corrective Action:**

1. International Symbol of accessibility at exterior entrance to be corrected by Jan. 1, 2010.
2. International Symbol of accessibility at outside entrance to be corrected by Jan. 1, 2010.
3. International Symbol of accessibility on the door and on the wall, adjacent to the latch side door to be corrected by Jan. 1, 2010.
4. Unisex restroom accessible urinal, pipes under sink not securely insulated, toilet protector at 59", paper towel dispenser at 56" to be corrected by Jan. 1, 2010.

**Santa Clara Valley Intake&Eligiblity/Job Career Center  
725 East Main St.  
Santa Paula, CA**

**Deficiencies Cited:**

1. There are 4 spaces designated for disabled parking, 2 spaces on the right had freestanding signs at 70".
2. Van accessible space is 5' wide.
3. Clearance access aisle on passenger side of van space is too narrow at 60". Access aisles have no parking painted on pavement .
4. Exterior main entrance no International Symbol.
5. Outside entrance no International Symbol.
6. No International Symbol in elevator
7. Men's restrooms, first floor entrance door exceeds 5lbs. Second floor entrance door exceeds 5lbs. and accessible urinal too high at 26" Third floor entrance door exceeds 5lbs. and accessible urinal too high at 25" and toilet protector too high at 47".
8. Women's restrooms, first floor & third floor no accessible sign on wall adjacent to latch outside of door. First, second and third floor door entrance exceed 5lbs. at 17 lbs. First floor paper towel dispenser too high at 47". Third floor Toilet Protector too high at 49".

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**Corrective Plan:**

**Landlord Involvement**

1. Sign height to be adjusted to 80" minimum from bottom sign by April 15, 2010
2. Van space to be corrected to 18' long, 9' wide by April 15, 2010.
3. Clearance access aisle of van space to be served by an aisle 96" wide minimum placed opposite the driver's side and designated Van-Accessible to be corrected by April 15, 2010.
4. Exterior International Symbol sign to be corrected by Jan.1, 2010.

## Continued 2009 Compliance Plan

5. Outside entrance International Symbol to be corrected by Jan.1, 2010.
6. International Symbol in elevator to be corrected by Jan. 1, 2010.
7. Men's restroom doors on each floor to corrected to measure 5lbs, second and third floor accessible urinal to be adjusted, third floor toilet protector to be adjusted by Jan. 1, 2010.
8. Women's restrooms first and third floor accessible signs to be corrected, all floors entrance doors to be corrected to measure 5lbs., first floor paper towel dispenser and Toilet Protector to be corrected by Jan. 1, 2010.

## Discrimination Complaint Procedures:

### Area of Findings

1. Ventura County shall ensure staff has knowledge of the discrimination complaint process and are able to differentiate it from other complaint processes.
2. Ventura County shall ensure that staff is knowledgeable regarding contact information of the civil rights coordinator, at minimum, where the information can be located.

### Corrective Action

- 1.&2. HSA will continue to ensure that all staff receive continual refresher training of the requirements of Division 21 which also includes familiarization with the discrimination complaint process. Ongoing training sessions are established through out the year with our agency Staff Development Department.